

BILL PAY

GreenWaste mails quarterly bills to all customers approximately one month into the billing cycle. Payment is due one month from the date the bill is mailed.



BILLING ADDRESS

Pay by mail:

GreenWaste Recovery
P.O. Box 11089
San Jose, CA 95103-1089



ONLINE BILLING

Pay your bill online!

Visit <https://portal.greenwaste.com>
to pay your bill, sign up for e-billing, check your
service day, and more!

CART DIMENSIONS



- **20 & 32-gal:** Height - 38 in., Width - 20 in., Depth - 25 in.
- **64-gal:** Height - 43 in., Width - 26 in., Depth - 30 in.
- **96-gal:** Height - 46 in., Width - 28 in., Depth - 34 in.

CONTACT US



PHONE: 650.568.9900 (8am - 5pm) Monday - Friday



EMAIL: customerservice@greenwaste.com



WEBSITE: www.greenwaste.com



SOCIAL MEDIA: @goGWR, GreenWaste Recovery



Portola Valley Residential SERVICE GUIDE



January 2020

Note: Green Carts are only applicable for three-stream sorting

MY GREENWASTE SERVICE

Residents receive one of two Base Service options dependent on where carts are set-out for service and the accessibility of the service street.

Set-Out Locations

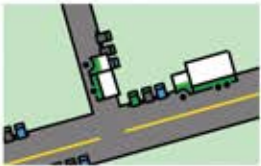


Curbside set-out is within 10 feet of an accessible road. *Curbside* is the standard service included in Base Service rates.



On-Premises service, a concierge private property service, is available to all customers for an additional charge.

Street Accessibility



Residents who set-out *Curbside* along *Full Accessibility Streets* receive **GRAY**, **BLUE** and **GREEN** carts.

Residents along *Limited Accessibility Streets* receive **GRAY** and **BLUE** carts.

BASE SERVICES include:

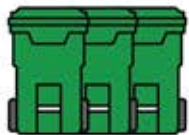


one (1) 20-, 32-, 64- or 96-Gallon **GRAY CART**



up to two (2) 96-Gallon **BLUE CARTS**

+ either (as assigned):



up to three (3) 96-gallon **GREEN CARTS**
(*Full Accessibility Street with Curbside Set-Out Location ONLY*)

or



up to two (2) additional **GRAY CARTS**
(*Limited Accessibility Street and/or On-Premises Set-Out Location*)

NOTE: Additional Carts are available for an additional fee.

CART SET-OUT GUIDELINES



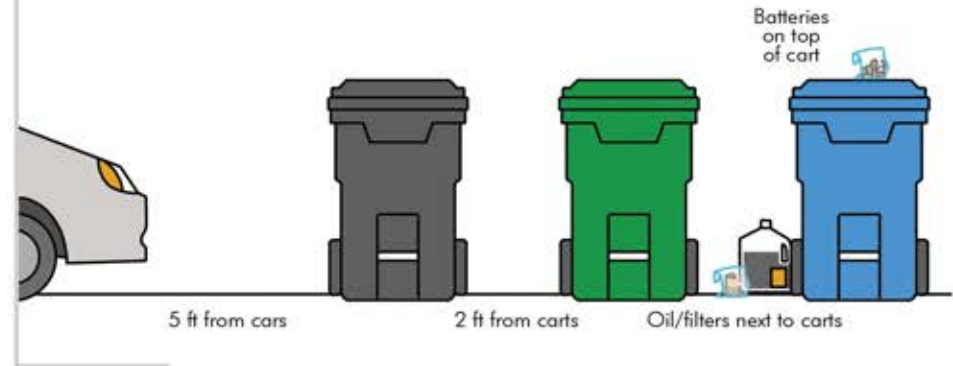
Weekly collection requires the use of GreenWaste-issued carts.



Please set carts out by 8am on your service day.



Contents cannot exceed the weight limits listed on the cart and/or 150 lbs. (whichever is less).



HOLIDAYS

Collection will not occur on New Year's Day (January 1), Thanksgiving (4th Thursday in November) or Christmas (December 25). If your regular collection day falls on or after one of these holidays, your collection will be moved to the next day.



HOLIDAY TREES

On service day, place unornamented trees (cut to no longer than five (5) foot lengths) *Curbside*, next to your service carts for *Yard Trimmings* collection. Trees are collected for no additional charge between December 26 and January 25 of each year.



DIVERTING WASTE FROM LANDFILL

GreenWaste owns and operates a Materials Recovery Facility in San Jose, where all of Portola Valley's material is processed. The end results of processing include separated recyclables, landscape compost, and OMRI certified compost.

THE EXTRAS



ON-PREMISES SERVICE

Request that GreenWaste perform *Drive-on* and/or *Walk-on* Service to collect your carts on your property for an additional fee.



ON-CALL CLEAN-UPS

Request up to two (2) On-Call Clean-ups per year at no additional charge. Call at least 48-hours in advance to schedule collection of either two (2) bulky items OR three (3) cans of *Yard Trimmings*.



BULKY ITEM

Request the collection of bulky items (beyond those included in your On-Call Clean-Up) for a fee. Call at least 48-hours in advance.



MIXED COMPOSTABLES VOUCHER

Utilize your two (2) vouchers (provided by mail annually) to periodically set out up to 96-gal of extra *Mixed Compostables* at no additional charge.



EXTRA MATERIAL/PICK-UP

Place extra material in labeled 32-gal cans or bags for collection at an additional charge.

For collection of extra material on a day other than your regularly scheduled service day, an additional fee will apply.

If using bags: *Recyclables* must be in a clear or translucent bag, and *Yard Trimmings* must be in a paper bag.

COMMUNITY PROGRAMS



TOWN-WIDE CLEAN-UPS

GreenWaste provides Town-wide clean-up service to residents three times per year at no additional cost. Look for event dates and details on GreenWaste-distributed postcards.



HOUSEHOLD HAZARDOUS WASTE PROGRAM

The County of San Mateo provides the opportunity for residents to dispose of Household Hazardous Waste (HHW) as part of their drop-off program. Learn more at www.smchealth.org/hhw or call 650.372.6200.

The following materials are examples of HHW – do NOT place these materials in your GreenWaste carts.

- Auto and brake fluids
- Car batteries
- Fuel tanks
- Grease and cooking oil
- Medications and sharps
- Paints and polishes
- Pesticides and spa chemicals
- Solvents



DONATION & REUSE

Please consider donating items that are in good condition to a local thrift store or other nonprofit organization, such as:

[Goodwill of Silicon Valley](http://www.goodwillsv.org), multiple locations:
www.goodwillsv.org

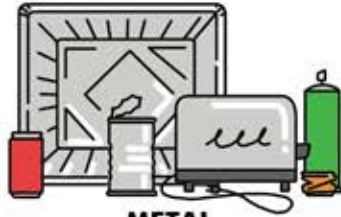
[Habitat for Humanity Restore](http://www.habitat.org/restores), multiple locations:
www.habitat.org/restores

WHAT GOES WHERE?



RECYCLABLE MATERIALS

ALL MATERIALS MUST BE CLEAN AND DRY



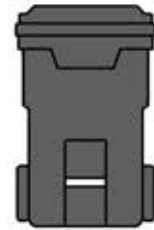
METAL

aluminum foil & trays, small metal appliances, food & beverage cans, empty aerosol cans



PAPER

cardboard & boxes, newspaper & magazines, clean cartons, paper & junk mail



MIXED COMPOSTABLES



PAPER

soiled paper & cartons, napkins, paper towels, photographs, waxed paper & cardboard

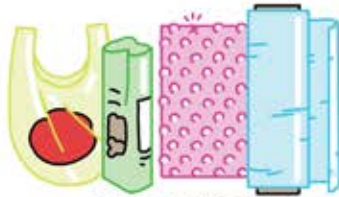


PLASTIC

coffee cup lids, compostable plastic, gloves, hoses, pvc pipe



*ITEMS MUST BE BUNDLED & KNOTTED



FILM PLASTIC*

bags (bread, produce, etc.), bubble wrap, case & shrink wrap



PLASTIC

bottles (caps on), food containers, take-out containers, buckets, baskets



FOOD WASTE

meat, poultry, bones, dairy products, eggs, coffee grounds, filters, fruit, vegetables, grains



OUTDOOR WASTE

dirt, soil, ashes, palm fronds, pampas grass, bamboo, rocks, wood waste



MISCELLANEOUS

styrofoam/polystyrene, snack packaging, fabric, textiles, diapers, kitty litter, pet waste



*NO ITEMS CONTAINING MERCURY OR LEAD



E-WASTE*

appliances, laptops, tablets, printers, scanners, cell phones, cameras



GLASS

beverage bottles, food jars, cook/dishware, ceramics, mirrors, windows



YARD TRIMMINGS



YARD TRIMMINGS

branches, trimmings, flowers, shrubs, grass clippings, cactus, flax, ivy

*If you do not have a GREEN Cart, all yard trimming material should go in your GRAY Cart.